



DEPARTMENT OF THE ARMY
417th BASE SUPPORT BATTALION
UNIT 26137
APO AE 09031

AETV-WG-WMH

4 October 2004

MEMORANDUM FOR Tenant Units and Soldiers assigned within the 417th BSB Area of Responsibility (AOR)

SUBJECT: Housing Standard Operations Procedures for Deploying Soldiers

1. References.

- a. AR 210-50, Housing Management, 26 February 1999.
- b. USAREUR Supplement 1 to AR 210-50, Housing Management, 16 May 2002.
- c. UR 37-4, Temporary Lodging Allowance, 2 July 1998.

2. Purpose. To establish policies and procedures for service members and their families occupying Government Controlled Quarters (GCQ), Private Rental Housing (PRH) during sponsor deployment, and Unaccompanied Personnel Housing (UPH) in the Barracks, Senior Enlisted Bachelor Quarters (SEBQ) and Bachelor Officer Quarters (BOQ).

3. General.

- a. Soldiers residing in government quarters.

(1) Deploying soldiers are authorized and encouraged to keep their government controlled quarters for the duration of the deployment. Family members may remain in quarters until the sponsor returns from deployment. Spouses who remain in their assigned quarters assume responsibility for the quarters.

(2) Quarters must be cleared if authorization is granted to return the family early.

- (a) Personnel in grades E1-E6 move to the barracks.

(b) Personnel in grades E6(P)-E9, O1-O5, WO1 – CW5 may request to be placed on the waiting list for SEBQ/BOQ when clearing quarters and before deployment. Prior to redeployment the Rear Detachment Commander (RDC) must arrange for a room with the Unaccompanied Personnel Housing (UPH) manager.

(3) Family members who elect to return to CONUS at personal expense may retain quarters while the soldier is deployed provided the relocation is temporary and the family plans to return to the quarters. No time limit is associated with absence from quarters. Family members are required to identify a Point of Contact (POC) who remains in charge of the quarters and is expected to maintain the quarters according to standard occupancy requirements and responsibilities. The name, address, and telephone number of the POC is provided in writing to the housing office and RDC.

(4) If a soldier terminates family quarters for personal convenience, the soldier may reapply for family housing upon return from deployment if they have at least 12 months remaining in the command.

The eligibility date is the date of application. Temporary lodging allowance (TLA) is not authorized while waiting for quarters to become available. If family members return before the soldier signs for quarters, all expenses incurred while waiting for housing is the responsibility of the soldier.

(5) Single parents and dual military couples, even if both are deployed, should keep GCQ. A POC must be appointed by the soldier to maintain the quarters and handle emergencies. The housing office and RDC must be notified in writing of the POC. When children are involved, a nondependent family member may reside in the quarters to act as a guardian. If a domestic employee (Nanny) is hired, see attachment 1 for processing. The supporting Family Housing Office must approve requests for guests and caretakers temporary stay, not to exceed 90 days. Request for more than 90 days is submitted through the housing office to the BSB Commander.

(6) Soldiers and families who are in CONUS when the soldier is notified of deployment are placed on a waiting list for family housing during in processing. The housing office identifies the availability date of GCQ in the USAREUR Community Automation System (UCAS) and a request is sent to the closest CONUS installation. That installation notifies the spouse and prepares family member travel orders.

(7) Family members who decide to remain in CONUS until after the deployment do not lose their entitlement to housing and keep their position on the waiting list for quarters.

(8) Soldiers on waiting lists may elect to be bypassed on the list until they return from deployment. Spouses may accept an offer and sign for quarters and furnishings. Spouse contact information must be provided to housing office. A power of attorney is not required.

b. Soldiers residing in private rental.

(1) Families and unaccompanied soldiers residing in PRH have the option of keeping or terminating the lease. Personnel who elect to terminate PRH leases are lawfully required to fulfill the contract terms in the lease agreement regarding termination notice, cleaning, damages, and redecoration. Costs associated with termination of the lease agreement are at the sponsor's expense and are not reimbursed by the Government.

(2) Family members residing in PRH may stay with friends in government quarters while their sponsors are deployed.

(a) Family members are responsible to check the off post dwelling at least once a week to ensure that all is in order, water pipes have not burst, electricity is still functional, etc.

(b) Electronic Funds Transfer for payment of rent, electricity, heat and any other recurring bill has to be in place prior to deployment.

(c) Spouse cannot make changes to the sponsor's Overseas Housing Allowances (OHA).

(d) Pets must accompany the family member into Government quarters.

(3) Before an extended absence, unaccompanied personnel must notify the landlord and make arrangements for payment of rent, utilities, and telephone bills for the care and upkeep of the rental unit. POC information is provided to housing office and RDC. Soldiers must notify utility companies prior to deployment to receive a reduced advance payment. These utility companies must be contacted upon

return to establish the original advance payment to avoid a significant amount of money owed on the final bill.

(4) Sponsors are responsible for fees associated with the disconnection or reconnection of utilities, telephone, or cable when they voluntarily terminate PRH.

c. Soldiers residing in UPH and barracks.

(1) The name, address, and telephone number of the POC is provided in writing to the housing office and RDC from soldiers residing in SEBQ or BOQ.

(2) Soldiers are required to vacate the room. Personal property is packed and stored at Government expense during deployment. Reimbursement of telephone and cable TV reconnection fees is at Government expense.

4. Key points for deployment.

- Retain current AFH and PRH quarters
- Vacate barracks room, SEBQ, and BOQ
- Keep housing office informed
- Leave information on POC
- Have Electronic Fund Transfer (EFT) in place prior to deployment
- Spouse can sign for government controlled quarters
- Take care of your pets

5. Key points for redeployment.

- Update Housing Records (i.e. rank, family size, DEROS)
- Check on housing availability if required

6. Housing office point of contacts:

- a. Chief, Housing Division. DSN 355-2239, commercial 09321-702-2239
- b. Customer Service Branch.
Reception. DSN 355-2827, commercial 09321-702-2827.
417BSB.HSG.CUSTOMER.SVC@cmtymail.98asg.army.mil
- c. Housing Manager. DSN 355-2476, commercial 09321-702-2476.

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7. Point of contact is Sylvia Renger, DSN 355-3399, commercial 09321-702-3399.

GRADY E. BYRD
Chief, Housing Division

Attachments:

1 - Processing of Domestic Employees (Nannies)

2 - FAQ

ATTACHMENT 1

FACT SHEET

SUBJECT: Processing of Domestic Employees (Nannies)

1. PURPOSE: To provide information concerning the processing of Domestic Employee Packets.
2. BOTTOM LINE: Domestic Employees have to be processed through specific channels before they can legally reside in Government-Controlled Quarters (GCQ).

3. DISCUSSION:

A. The processing of Domestic Employees is to be done in strict compliance with USAREUR Supplement 1 to AR 210-50. This supplement can be found on the 98th ASG website. (www.98asg.wuerzburg.army.mil/ASGHOME1.HTM.)

B. To complete the process within the 417th BSB, the following actions must take place:

(1) An employment contract must be drawn up between the sponsor and the employee. The contract must include the clause "The authority of the employee to occupy GCQ will terminate when the employer vacates Government-Controlled housing for any reason or on termination of the employment contract." Legal assistance can help with this process. The numbers for Legal Assistance are: Kitzingen (DSN) 355-8592 and Wuerzburg (DSN) 355-7174.

(2) You must then prepare a memorandum requesting approval through the Chief of Housing to the BSB Commander, in order for the employee to reside in government quarters. POC is Tony Denham, S-1, 417th BSB (DSN) 355-8372.

(3) Once the employment contract and memorandum are complete, both documents are to be submitted to 417th BSB S-1 for processing and approval.

(4) Additionally, you must submit the individual for an installation pass if they will reside in the quarters. To receive an installation pass, the domestic employee must apply for one through the 417th S-1. The domestic employee must have available the employee contract and the memorandum to reside on post. The S-1 will take those documents and initiate the paperwork for an installation pass. Additional actions that take place to secure an installation pass are: completion of an application form, military background check/Polizei Good Conduct Check for local nationals, and a foreign national screening for local nationals. Once all of the requirements are met, the employee will receive an installation pass. We may assign Temporary Passes, for up to 90 days, once the application and military background/Polizei Good Conduct Check come back approved.

4. Point of contact. S-1, 417th BSB, DSN 355-8372, commercial 09321-305-8372.

ATTACHMENT 2 - FAQ's from Deploying Soldiers:

(Q) What arrangements are being made to provide for security within the local military community once units deploy?

(A) Safe Neighborhood Awareness Program (SNAP) has been implemented. Your building coordinator is also the SNAP coordinator. Frequency of MP patrols increase. The BSB is responsible for security. Questions on security should be forwarded to their office.

(Q) I live in individual private rental housing and feel very isolated. Will I be able to move on post?

(A) Military personnel living in private rental housing are able to apply for Army Family Housing provided:

1. Individual is on an accompanied tour and
2. have at least 6 months remaining on current tour at the time of assignment to on-post quarters.

The sponsor or spouse should contact the Housing Office directly, DSN 355-2827, commercial 09321-702-2827, to apply for quarters. Termination of private rental housing is IAW the individual's private lease agreement.

(Q) How long can a spouse return to the States before having to vacate quarters?

(A) There is no time limit for spouses visiting the States while sponsors are deployed if the intent is to eventually return to live in their quarters. Spouses who plan to leave for a period of time must contact the Housing Office to provide contact information. It will be kept on file in case of emergencies.

(Q) If the spouse is allowed to return to the States how will the following happen?:

1. (Q) Will a specific Power of Attorney (POA) be required for the person responsible for the quarters?

(A) A specific POA would be required if the quarters had to be vacated to accommodate a scheduled full renovation of the quarters or if the quarters suddenly became uninhabitable. An example of quarters becoming uninhabitable and requiring vacancy would be a flood caused by a ruptured heating/water line.

2. (Q) Who will put in work orders if the area coordinator (AC), building coordinator (BC) and stairwell coordinator are deployed?

(A) Anyone residing in the building can put in a work order. Ideally another AC/BC is appointed before deployment.

3. (Q) Key control – Who will have the keys in the event of an emergency?

(A) After duty hours and in the event of an emergency, keys can be obtained through the Military Police from the Fire Department. During duty hours contact the Housing Office at DSN 355-2240, commercial 09321-702-2240.

(Q) Are families still responsible for conducting Spring and Fall cleanup at their quarters during deployment?

(A) IAW USAREUR Supplement 1 to AR 210-50, spouses remaining in quarters while sponsors are deployed "assume responsibility for the quarters". Spouses are strongly encouraged to support the Spring and Fall cleanups.

(Q) What is the plan for maintenance on lawn mowers, washers and dryers?

(A) Lawn mowers can be turned in to DPW for maintenance. Work order requests for washers and dryers can be turned in to work order desk or may be submitted through the 417th BSB website at www.98asg.wuerzburg.army.mil. Click on 417th BSB, then find Link 417th BSB Directorate of Public Works. Under Menu Work Management you will find the link to submit a Work order/Service order request.

(Q) What is the plan for using Self-Help if AC/BC/ and Stairwell Coordinator are deployed to get any and all equipment for the stairwells?

(A) Every building should have an alternate building coordinator assigned, which should be displayed on the bulletin board. If not, contact the Housing Office at DSN 355-2240, commercial 09321-702-2240, to find out who the alternate is.

(Q) Will single soldiers (officers) be allowed to act as AC/BC/Stairwell Coordinator and Building Fire Marshall?

(A) Currently, there are no buildings where all military personnel are due to deploy. Therefore the senior ranking military person in the building not deployed will assume coordinator responsibilities.

(Q) If the family care plan is activated will the long-term provider be allowed to stay in government quarters? And if so for how long and will a special POA be needed? Will the long-term provider be allowed to use the facilities?

(A) A non-dependent family member may live in the quarters until sponsor return. A special POA should be issued in case of emergencies. Spouse or sponsor needs to submit a request for authorization to allow non-family members to remain in quarters during sponsor's deployment. The request is submitted to the BSB Commander through the Housing Division. Sponsor should also submit a request for the non-family member to utilize facilities.

(Q) Will there be a policy letter issued concerning the payment of utilities/rent for those choosing to return to the States?

(A) Those choosing to return to the States throughout the deployment should set up an Electronic Transfer of Funds for rent and utility payments, and for any other monthly bills. Either sponsor or spouse can initiate the process to ensure that bills are paid.

(Q) Can private rental contracts be broken without penalty?

(A) No. The lease is a legally binding contract between the resident and landlord. Residents must work with the Housing Division to help the process of terminating their lease.

(Q) Can single soldiers, living off post, store their personal belongings at Government expense until their return from deployment? If so, will they have to terminate their rental contract?

(A) Yes, single soldiers scheduled to deploy can have their household goods stored at government expense. Those soldiers storing their goods will have to terminate their lease.

Local policy is to discourage this practice since individuals returning from deployment have no place to stay, may not be able to go into the barracks, and can not draw TLA.

(Q) With the current housing situation concurrent travel for families is not granted. How will those spouses ensure that sponsor entitlements are granted upon arrival in the host nation country?

(A) The deploying service member should leave a specific POA to someone in his unit, like Rear Detachment Command, to accept and sign for quarters on service members behave. Travel Orders will be executed and forwarded to the installation nearest the spouse residence. Only then can the sponsor's family travel.

(Q) Who will inform a spouse that housing is available, if the sponsor is deployed?

(A) The sponsor should give the Housing Office a point of contact (POC) with a good telephone number. The POC will be informed when quarters are available. Once a dwelling has been accepted and assigned travel orders are executed for the sponsor's family to travel.

(Q) Do quarters have to be vacated or private rental quarters terminated if sponsor's DEROS comes up while deployed?

(A) No. Housing requests that service members update their records with the housing clerk prior to deployment either via telephone, e-mail or fax to reflect the current DEROS, and provide any other information needed, i.e. POC's name, address, telephone number, e-mail, etc.